



Role Profile

Role title	Customer Services Advisor (Parking)
Corporate directorate	Economic Growth & Development
Service	Transportation
Team	Parking Operations
Grade	F £19,099 - £22,159
Reports to (role title)	Parking Operations Manager
Version	1.0
JE code	8766

Role purpose

The Parking Operations Customer Services Advisor will assist in providing an effective, efficient and customer-focused Parking Service contributing to the smooth and effective operation of car parks (primarily Pay On Exit car parks but to extend to Pay & Display car parks also), at the direction of the Parking Operations Manager.

To have an understanding of the requirements of the Parking Service and have the ability to interpret legislation and office procedures is an essential part of the role. Parking Customer Services Advisors will assist with maximising and recovering the Council's income whilst being a frontline member of the team assisting members of the public with enquiries regarding their parking and associated payments.

Dimensions

Annual financial accountability

None

Management accountability

None

Other key statistics

Parking Services is a very busy service from which the day to day operation and management of the entire County's off-street parking places and enforcement activities take place. This constitutes an internal business with a total turnover of over £14 million and an expected profit of around £10 million. The role will act in an administration support role to those responsible for the operation and management of up to 300 car parks, around 30,000 charged car parking spaces. The role will involve the initial contact with members of the public utilising car parks. They will also be expected to support the Operations Manager, Parking. The role forms a vital part of an effective back-office operation where many of the activities are covered by legislation.

Context

Parking Services are accountable for delivering an efficient, secure, modern and accessible service that listens and responds to our customers to enable maximum income. To work with customers in order to achieve the Council's corporate objectives.

Cornwall Council is committed to putting its customers first, to assessing their needs effectively and ensuring that services are accessible. The target vision for how services and information will be accessed in the future is based on the principle that they should be accessed and delivered in a manner that suits the needs of the customer.

This role will require working on a rota working 37 hours a week on any 5 days out of 7 to include weekends and bank holidays. A 25% plusage is paid for Sunday working hours and a 100% plusage for hours worked on a bank holiday.

Accountabilities

Cornwall Council is a dynamic organisation and the particular duties and accountabilities may vary from time to time without changing the general character of the role or the level of responsibility entailed. Individual objectives will be agreed via the PDS appraisal process

- Providing an administrative service to the specific team, the post holder may often be left alone in the office for lengthy periods during which they will have to answer the phone and deal with initial enquiries concerning team responsibilities and complaints from people who are having difficulty in the car park, with permits or other services provided.
- Provide answers to queries and offer advice and recommendations as to the best options available to individual enquiries dependant of the specific team role.
- Liaise with other members of the parking team when required to ensure that they are aware of any particular team issues or to provide any team specific information requested.
- Liaise as required with other Government agencies, public and voluntary sector organisations and other Council departments. Provide advice and information whilst maintaining the section's requirements for confidentiality and adherence to the Data protection Act.
- Undertake relevant training to ensure own knowledge is maintained and accurately reflects changes to processes, procedures, policy and legislation.
- Promote a positive image as a part of a team supporting service delivery teams across all areas.
- Resolve enquiries as far as possible to their conclusion.
- Undertake other duties commensurate with the grade of the role to cover for other members of staff to support the operations of the service across locations as necessary.

Key objectives for the next 12 months

- Providing an accurate and efficient administrative service to the specific team
- Provide answers to queries and offer advice and recommendations as to the best options available to individual enquiries dependant of the specific team role.
- Liaise with other members of the parking team when required to ensure that they are aware of any particular team issues or to provide any team specific information requested.

Corporate accountabilities

Information security and governance

Manage information in line with the Council's policies, procedures and guidance on subjects such as Data Protection, Freedom of Information, confidentiality, information security and sharing, the information lifecycle and data quality, to ensure compliance and efficient and effective information governance

Safeguarding

Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and/ or adults who may be at risk. Report concerns/ allegations in accordance with corporate guidance and procedures

Equality & Diversity

Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively, advising on alternatives so the opportunity for change can be considered

Customer Experience

Drive to continually improve customer satisfaction and maintain a clear and consistent focus on delivering outstanding customer experience

Health, Safety and Wellbeing

Contribute to the management of health and safety risks and the creation of a positive health and safety culture to safeguard the health, safety and wellbeing of yourself and others. Understand your health and safety responsibilities and comply with council policy and procedures

Competencies and other requirements

We use the following criteria below to assess your suitability for the role; please refer to the recruitment & selection column to establish at which stage the criteria are assessed. Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes

Behaviours	Recruitment and selection
<p>Working together</p> <p>You understand and focus on customer satisfaction and work well with colleagues and partners.</p> <ul style="list-style-type: none"> • You deliver exceptional customer service – you understand and are attentive to the needs of your customers • You listen to the views of others and seek them out • You support and show consideration for others • You work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others • You are committed to the protection and safeguarding of children, young people and vulnerable adults • You share information and expertise with others • You are honest, you respect and you build relationships of trust • You share your achievements and acknowledge the achievements of others 	
<p>Resourceful</p> <p>You apply expertise, solve problems and make improvements to</p>	

<p>deliver the best possible customer outcomes.</p> <ul style="list-style-type: none"> • You plan and organise your work and manage your time effectively • You gather relevant information, analyse it and make timely informed decisions in the course of your work • You are flexible and adaptable • You respond constructively to change • You demonstrate financial awareness relevant to the job you do • You use your initiative and are creative in problem solving • You deliver results and demonstrate commitment to serving customers 	
<p>Personal responsibility</p> <p>You take responsibility for your work, your environment and your development.</p> <ul style="list-style-type: none"> • You are trustworthy and reliable • You pay attention to your own health, safety and wellbeing and that of others • You acknowledge errors, report them as appropriate and play your part in addressing them • You appropriately challenge unhelpful behaviour • You seek feedback and review your own contribution • You are open to change and improvement • You take responsibility for your development • You are enthusiastic about and take pride in your work • You act as an ambassador for the Council to our customers 	

Knowledge, skills & experience	Recruitment and selection
<p>Knowledge of Parking legislation, interpretation and practice such that the role holder is able to understand, explain and implement pieces of legislation within the structure of Cornwall Council policy and procedural arrangements would be desirable. (training will be given).</p>	<p>Application Form Interview</p>
<p>Experience in using PC based software applications, demonstrated by an ability to use word processing to compile letters, and spreadsheets to review data.</p>	<p>Application Form</p>
<p>Experience of customer and public contact, demonstrating excellent communication, negotiation and interpersonal skills across a range of media.</p>	<p>Application Form Interview</p>
<p>Experience of accurately maintaining and interpreting personal and financial data, demonstrated by experience of working in a Revenues section or in an equivalent financial/customer facing environment is desirable.</p>	<p>Application Form Interview</p>

Ability to be effective in a pressurized, target-driven organisation, demonstrated by experience of a performance management regime, recognising the contribution towards service plan performance targets.	Interview
Analytical skills enabling the identification of issues, evaluation of options and initiation of appropriate action.	Interview
Other requirements	Recruitment and selection
GCSE A to C level or equivalent including Mathematics and English or equivalent work-related experience	Application Form
Some knowledge of parking operations particularly in a local authority context	Interview
This position is subject to a criminal records disclosure check	NO
This is a politically restricted position	NO

